

Getting Started with the MTW Supplement Module (PHA Users)

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Overview

The purpose of this document is to provide PHAs with information about how to get started with the MTW Supplement module within the Housing Information Portal (HIP), including access requests, the tips for the first login, and how to get technical assistance. The MTW Supplement module contains the [HUD-50075 MTW, MTW Supplement to the Annual PHA Plan](#), form that is used by MTW Expansion PHAs. While HIP is built on the Salesforce platform and you will see references to it at times, it is a custom application, so you should refer to it as HIP, not Salesforce.

It is recommend that you access this document from the HIP Training page each time to ensure you are seeing the current version. If updates are made to this document in the future, information about what was updated will be included in the document in the [Document Update Information](#) section.

System Requirements

Users **must** use a web browser other than Internet Explorer, such as Google Chrome, Microsoft Edge, or Safari, to access this system. **Internet Explorer is not supported**. If you are unsure what your default web browser is, use the instructions in the [Appendix: Checking your Default Web Browser](#).

Document Update Information

The information below will provide users with details on what has changed in this document over time. If it has been a little bit since you viewed the document, this will help you know what may have changed.

Items Updated	Date Changed
<ul style="list-style-type: none"> Updated the email address that access request go to. 	10/16/2023
<ul style="list-style-type: none"> Updated information about the user access request file in the Preparing and Submitting an Access Request section. 	06/30/2023
<ul style="list-style-type: none"> Added information about situations where users may need access to more than one PHA. 	05/02/2023
<ul style="list-style-type: none"> Further clarified information about maximum number of users due to number of requests asking for maximum number of users. 	04/26/2023
<ul style="list-style-type: none"> General look of the document updated, and wording tweaked as necessary to incorporate the template being used for all HIP training materials. 	03/14/2023
<ul style="list-style-type: none"> Updated the name of the document on the title page and other areas of the document as needed to reflect that MTW Supplement is a module within the Housing Information Portal (HIP). 	03/02/2023
<ul style="list-style-type: none"> Updated the link (URL) for the login page in the Important Information about the First Login section of the document. If an existing user has bookmarked the login page link, they should update their bookmark at this time. 	02/13/2023
<ul style="list-style-type: none"> Updated the number of maximum users allowed in the Requesting Access to the System or Removing Users section 	10/19/2022
<ul style="list-style-type: none"> Updated the link (URL) for the login page and added information about storing of a user's password in their web browser in the Important Information about the First Login section of the document. 	07/12/2022
<ul style="list-style-type: none"> Updated the Requesting Access to the System or Removing Users section to clarify the number of users. 	03/23/2022
<ul style="list-style-type: none"> Updated the email address and other details associated with how to request access. 	01/11/2022
<ul style="list-style-type: none"> Added additional details to the Technical Assistance section for what to include when emailing the REAC TAC. 	12/13/2021
<ul style="list-style-type: none"> The Requesting Access section has been updated to clarify information about removing users and who should send the user access request file. Clarified role of Salesforce in the introduction on page 2. 	11/30/2021
<ul style="list-style-type: none"> The Technical Assistance section has been updated to provide some additional details on how to get assistance with the system. 	11/10/2021

Items Updated	Date Changed
<ul style="list-style-type: none"> The Appendix: Checking your Default Web Browser section has been updated to clarify some of the information. 	
<ul style="list-style-type: none"> Updated the link (URL) for the login page in the Important Information about the First Login section of the document. 	09/03/2021
<ul style="list-style-type: none"> Added the appendix to assist users with determining what their default web browser is. Clarifications to wording in various locations within the document to assist with understanding. 	08/12/2021

Requesting Access to the System or Removing Users

The following items should be considered regarding access to the HIP MTW Supplement module.

- To gain access to the system, the MTW Expansion PHA must have submitted their signed MTW ACC amendment to HUD.
- Due to license restrictions for the PDF generation feature, there is a limit of up to three users per PHA but typically PHAs will not require the maximum number of users.
→ **All users will be required to actively use the system. Do not submit a request for three users if they all aren't going to work on the MTW Supplement form submission. Users that do not actively use the system may be made inactive.**
- Passwords must be changed every 60 days and expire after 90 days.
- All users must agree to the HUD Rules of Behavior, which is included in the user access request document, on the login page, and is discussed in the [Agreeing to the HUD Rules of Behavior](#) section below.
- If a user no longer needs access, the PHA must submit a request to remove that user.** This is part of good security administration. If a user is left active in the system, they will count toward the limit of the number of users a PHA can have.

PHAs must still abide by the limit for the number of users described above even when submitting subsequent requests. For example, if a PHA has two users and wants to request two more, only one additional user would be allowed.

Access to Multiple PHAs

In cases where a PHA has a contractor that needs access to the MTW Supplement form or contract management where PHA staff need to work with one than one PHA, due to the complexity of the MTW Supplement form we are unable to provide access to more than one PHA for this module. If a user already has access to another PHA, please provide the PHA code of the other PHA(s) in the body of the email when sending in the new request for the additional PHA. In these situations, users will have to use separate usernames (separate user accounts) for each PHA.

For those situations where an MTW Expansion PHA operates with multiple PHA codes (e.g., one for the public housing program and one for the Housing Choice Voucher (HCV) program), we will typically use same PHA code as is used for financial reporting in the FASS-PH system and in the MTW Supplement module only will mark it with a program type of combined. The PHA can report on one form for their PHA this way.

Preparing and Submitting an Access Request

To request users be added, reactivated, or removed, the executive director must complete the following steps.

1. Obtain the [system user access request document](#).
2. Enter information in the Excel file using the following information. The cells that must be completed at a minimum are highlighted in yellow until they are filled in, at which point the yellow shading will disappear. Because the user request file could change as the system continues to be developed, please download a new copy each time a request is made. **Do not include users that should remain in the system with no changes.**
 - PHA Code – the PHA code the PHA uses in communication with HUD and in HUD systems.
 - PHA Name – the name the PHA goes by and is in HUD systems.
 - Request Date – the date the request is completed.
 - Employee Name – the name of each employee that access is being requested for or each user that needs to be removed.
 - Email Address – the email address for each employee listed.
 - Contractor – indicate if the user is a contractor hired by the PHA to assist with the MTW Supplement
 - Add, Reactivate, or Remove User – select from the drop-down box if the employee is being added, needs to be reactivated (due to previously being made inactive), or removed from the HIP MTW Supplement module.
3. Once the file is complete, the executive director (or the executive director should be copied if sent by another staff person) must prepare a new email message containing the completed Excel file **and** a list of dates within one week of the email when each of the users that new access is being requested for will be available to setup their password using the system generated email that is sent. *This is because the email from the system to setup the initial password is only valid for 24 hours.*
 - If any of the users already have access to the MTW Supplement module for another PHA, please include the PHA code(s) of the additional PHA(s) in the body of your message.
4. Send the email to PIH_HIP@hud.gov with the PHA code and the words “PHA user access request” in the subject line (e.g., DC789 PHA user access request). **Failure to send all items mentioned in step 3 will delay processing of the request.**

Agreeing to the HUD Rules of Behavior

All users must agree to the HUD Rules of Behavior (HUD RoB) before they are granted access to this system. This statement is included in the system user access request file for this system and



is also located on the login screen. If a user has not previously agreed to the HUD RoB, they should do so before their information is submitted to be a user in this system.

Important Information about the First Login

The information below will help PHA users successfully login to the system for the first time. Note that users should use the link <https://hud.my.site.com/hip> after setting up their initial password. The link in the email they receive to setup their initial password is a one-time use link.

The day a user will be granted access they will receive an email from PIH_HIP@hud.gov with a subject line that contains the words HIP access. The email will also contain information on resources for how to use the system.

- See information above under [System Requirements](#) for supported web browsers.
- The user should ensure that they can receive emails from hud.gov, incapsulate.com, and salesforce.com by adding these domains to their email safe list before they are setup in the system.
- Once a user is set up in the system, the user will receive an email from either a hud.gov, incapsulate.com, or salesforce.com email address to setup their initial password. The link in the email can only be used once **and** must be accessed within 24 hours using a web browser other than Internet Explorer, otherwise the process will have to start over.
 - If the user is unsure about which browser is their default (e.g., which browser will open when a link is clicked on), they can use the information [in the appendix](#) of this document to determine this. Alternatively, they can copy and paste the text of the link into a supported browser.
 - If the email contains a button instead of a link with the web address showing, the user can right click on the link and in the menu that appears click on Copy Hyperlink.
- If a user does not activate their account within 24 hours of when they received the email or has other issues, they should contact the REAC Technical Assistance Center (TAC) using the information in the [Technical Assistance](#) section of this document to get assistance.
- If a user is prompted by their web browser to store their password, it is highly recommended that they select No. This will help to practice good security but will also prevent issues when a user changes their password or if there is a change in login page URL.

Technical Assistance

If a PHA user requires assistance in addition to what is provided in this document or the known issues list on the [HIP Training page](#), they should contact the REAC Technical Assistance Center (TAC) using the information below.

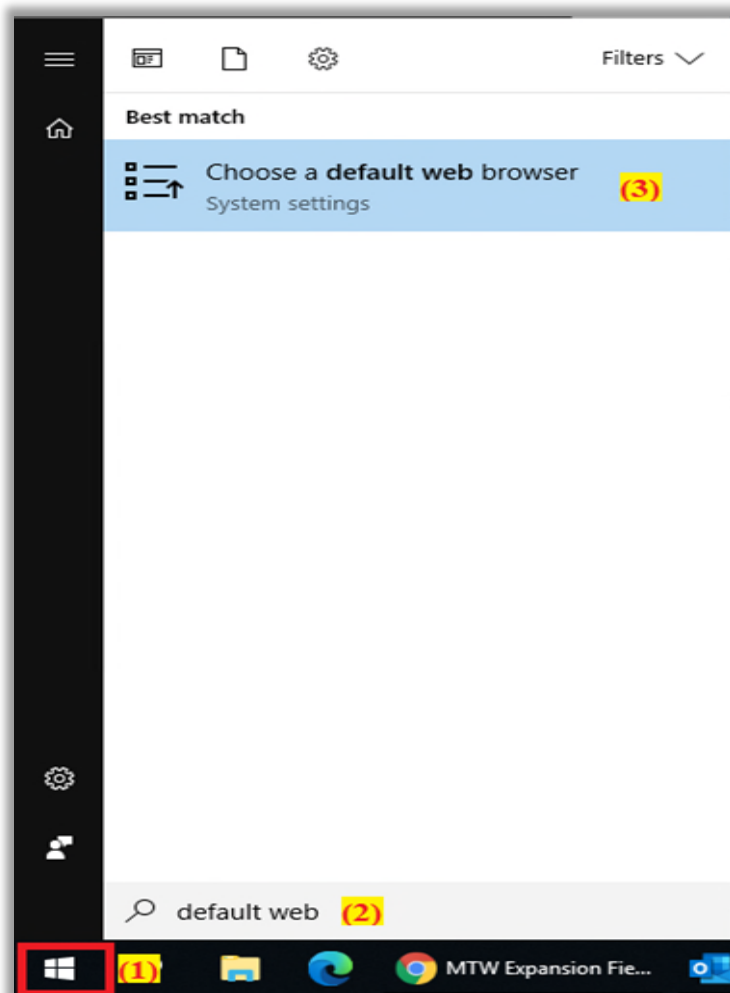
- By phone: 888-245-4860, option 9 **OR** by email: REAC_TAC@hud.gov
- When requesting assistance, state that it is for the **HIP MTW Supplement module**. **Do not mention Salesforce.**
- If calling, ensure you get the name of who you are talking to in case you have an issue getting assistance. This will allow someone to get that information from you and follow up with the REAC TAC.
- When emailing the REAC TAC, at a minimum you must include the following. This information will help us know exactly what the issue is and replicate it, if needed.
 - Include “HIP MTW Supplement module” in the subject line. You can include other text, but the body of the message is what should provide the actual details of the issue.
 - Include your name and PHA code. *Assistance requests are connected to both the user and PHA.*
 - For issues with your password, state whether you are having issues setting up your initial password (e.g., did you click on the link in the email you received within the required 24 hours) or if you are trying to reset your existing password.
 - What action were you trying to do in the system?
 - What steps did you take right before the issue occurred?
 - Error message, if there was one, and screen print(s) documenting what you saw that is contrary to what you should be seeing per the instructions provided in this document or the “How to Use the MTW Supplement Module” knowledge article on the [HIP Training page](#).

Appendix: Checking your Default Web Browser

As mentioned earlier in this document, you must use a web browser other than Internet Explorer (IE) to perform all actions in the HIP MTW Supplement module. Google Chrome, Microsoft Edge (current version, not legacy), and Safari are known to work. Furthermore, your default browser is what is used to open clicks that you click on in documents and emails. So, if you use IE for any account related emails or to login to the system, the process will fail.

If you are unsure which browser is setup in Windows as your default, follow steps 1 and 2 below. If you would like to change your default browser (e.g., if you find that the default is currently Internet Explorer), follow all four steps. You aren't required to change your default browser, but if you don't it will be imperative that you always keep in mind which browser is your default.

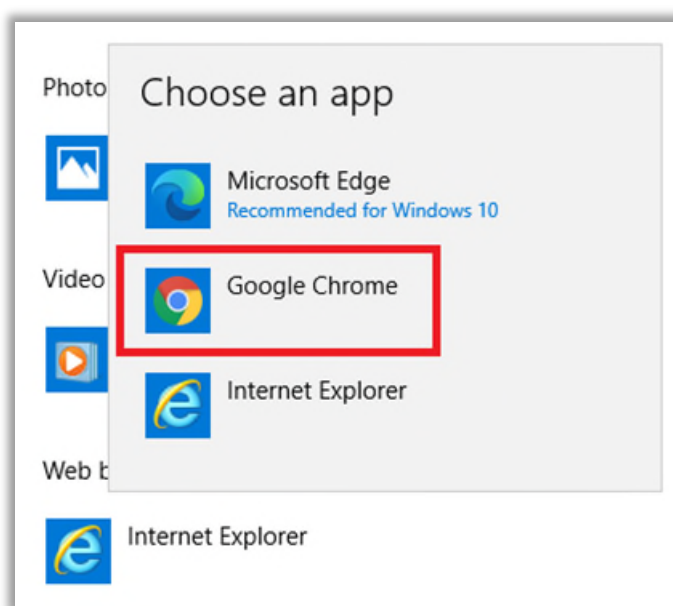
1. Click on the Start menu (1) and without navigating to anything type "default web" (2). You will see a search result that says, "Choose a default web browser" (3), click on it to open it.



2. In the window that opens, look for the heading that says “Web browser”. This will show you what your current default is. *If it already says Google Chrome, Microsoft Edge, or another supported browser, you can stop here.*

To change your default browser:

3. Click on where it states the current default and it will expand. Under the words “Choose an app” select Google Chrome or Microsoft Edge (current version, not legacy). *You could also choose another non-IE browser that is supported such as Safari.*



4. You will now see your new selection under the “Web browser” heading. You can close the window. From now on, any links you click on in your email program or other programs will open in the newly chosen default.